MIS Data Technician (OA)   **SJ# 412**
GS-303-05   **(July 2004)**

Introduction

This position is located in one of the Wildlife Services (WS) Program State Offices. The incumbent performs a broad range of duties relating to the compilation, editing, and distribution of technical WS field data utilizing the web-based WS Management Information System (MIS) 2000. The incumbent may also perform a variety of clerical tasks in support of administrative services for the State.

Major Duties

The incumbent is the primary data technician of the MIS 2000 for the assigned WS State Office(s). He/she is the primary contact point for the field with respect to MIS 2000 which includes resetting the MIS 2000 password and guidance on data input and editing. He/she provides basic training to field users on computer usage – e.g., keyboarding and MIS 2000.

The incumbent organizes pertinent MIS 2000 forms (e.g., Agreement Forms, Certifications) for computer data input, editing and filing. He/she maintains a log of all employee reports received, including problems encountered.

The incumbent enters raw data from input forms into the system. He/she removes printed jobs from the printer and routes to applicable users (field, District, State, Regional, Washington personnel and cooperators).

The incumbent corrects identified errors in MIS 2000 input and output reports by utilizing the appropriate procedure which at times includes soliciting a response from field personnel. MIS-related performance reports are prepared at the request of supervisors.

The incumbent tracks error reports of forms, agreements, etc., for corrections by the field. He/she returns photocopies of forms (e.g. agreements) to the field and maintains copies in a suspense file. He/she routinely searches through the suspense file for returns not received within a reasonable time. He/she may enter corrected data into the application.

The incumbent reviews data for validity and flags data for review by field personnel and District, State and Regional Managers. As directed by District Supervisors and/or State Directors he/she may enter corrected data into the application.

The incumbent conducts random quality control of computer data by verifying computer generated data on output reports against data on the original input reports.

The incumbent generates and distributes requested menu-driven reports, i.e., itineraries, personnel summaries, etc., for the State Director, District Supervisors, Wildlife Specialists, and other personnel. He/she prints additional reports upon request.

The incumbent reports software problems to his/her supervisor and to the MIS Center. He/she works with the MIS Center staff in repairing flaws in the system and in making improvements.

With respect to Agreements, the incumbent is responsible for creating Template Agreements for use in the State.   He/she ensures that complete Agreement information is input into the system, maintains files of hard copies, and changes the status of Agreements (pending, active, inactive, canceled) as appropriate.

The incumbent maintains computer equipment inventory for MIS 2000 in the assigned State Offices. He/she tracks and records critical updates run on field machines and reports back to the MIS 2000 ISSO. He/she is responsible for updates and distribution of field handbooks.

The incumbent organizes and maintains a file system of hard copy records of all original data input forms and output records (e.g., agreements, certifications). He/she maintains confidentiality and security of all data files and output records covered by the Privacy Act and Freedom of Information Act (FOIA) exclusions.

The incumbent maintains an up-to-date inventory of all computer supplies, printer supplies, envelopes, and forms. He/she initiates the ordering of the necessary supplies, scheduling their receipt before existing supplies are exhausted.

FACTORS

Knowledge Required by the Position

The incumbent must have a knowledge of and skill in the use of microcomputers and associated equipment used in the daily operational work to accomplish MIS 2000 objectives. Skill in the use of word processing software; a qualified typist is required.

The incumbent must have a working knowledge of MIS 2000 vocabulary, specialized terminology and coding system. Familiarity with WS field operations and reporting requirements is necessary.

The incumbent must have a basic understanding of the logical sequence of operations performed by computers**.**

The incumbent must have knowledge of the documents and forms associated with work to be done to determine if they are accurately completed and have the appropriate approvals.

The incumbent must have the ability to research, extract information and complete the various documents initiated in the area of the work to be done and to furnish information upon request.

Supervisory Controls

Work is assigned in terms of objectives, priorities and deadlines. The employee independently plans and carries out successive steps according to the specific requirement of each assignment. The employee informs the supervisor of any unusual situations or problems encountered Completed work is reviewed for appropriateness and accuracy in meeting established deadlines.

Guidelines

Guidelines consist of technical Agency MIS 2000 manuals, software operation manuals and instruction handbooks. Also included are reference books that cover most of the work processes. Additional guidance is provided by the supervisor and MIS 2000 Center staff as necessary. The incumbent uses judgment in the selection and application of appropriate guidelines for each situation.

Complexity

Work assignments consist of the numerous steps required to perform the work and judgment in distinguishing between valid and invalid information with which the incumbent works. The incumbent must be continuously aware of the accuracy, timeliness and validity of material. Also, existing circumstances may dictate the way work is performed.

The incumbent's duties involve applying operational knowledge of the computer and peripheral equipment, as well as run time to complete storage, revision and output jobs in the time required. The incumbent must consider priorities, deadlines, and anticipated problems which regularly arise. Most work is performed in an established manner, and operational skill and personal judgment are exercised to resolve recurring problems.

Protocol must be followed when using the numerous and intricate MIS 2000 programs. The system is very complex and the programs are highly interactive with the database, which makes it possible for the data technician to cause permanent damage to the integrity of the database if all procedures are not followed.

Scope and Effect

The incumbent's work affects the smooth flow of the overall MIS 2000 computer operations and the quality of the output data provided to users. Therefore, the efficiency and accuracy with which the incumbent carries out his or her responsibilities can affect the overall performance of the State WS program in meeting its objectives and reporting its accomplishments.

Data compiled and reports generated by the incumbent are critical in terms of program monitoring and information needs to comply with reporting requirements of Federal and State laws and regulations.

Personal Contacts

Contacts include the WS MIS Center staff, hardware maintenance personnel, State Office and field personnel, MIS Data Technicians from other State Offices and the general public.

Purpose of Contacts

Contacts may be made to give or exchange information to carry out daily assignments, schedule routine maintenance and repair of equipment, request technical assistance with projects, correct

errors on input forms, make changes to the database, provide needed reports and answer questions.

Physical Demands

The office work is mostly sedentary, but the incumbent may be required to stand for brief periods of time and lift up to 40 pounds.

Work Environment

The work is performed in an office environment that may require temperature and humidity controls. Some travel may be required for meetings and training.